Table 1 Caseload

	Reporting year#				
	2000/01	2001/02 (10 1/2 months)	2002/03	2003/04	2004/05
(A) Enquiries received	**11,821**	**12,900**	**14,298**	**12,552**	**11,742**
(B) Complaints received	**3,709**	**3,736**	**4,382**	**4,661**	**4,654**
(C) Complaints brought forward	**581**	**814**	**760**	**772**	**1,088**
(D) Complaints for processing = (B) + (C)	**4,290**	**4,550**	**5,142**	**5,433**	**5,742**
(E) Complaints concluded	**3,476**	**3,790**	**4,370**	**4,345**	**5,023**
By preliminary inquiries	**1,064**	**1,567**	**2,172**	**1,834**	**1,873**
– By referral to complainee departments/ organisations for replies (INCH)	364	353	176	203	209
– By rendering assistance/clarification (RAC)	700	1,214	1,996	1,631	1,664
By full investigation	**161**	**331**	**124**	**284**	**125**
– Withdrawn/Discontinued	-	6	2	6	0
– Substantiated	28	18	15	14	31
– Partially substantiated	41	263	39	24	46
– Unsubstantiated	80	42	68	236	45
– Incapable of determination	12	2	0	1	0
– Substantiated other than alleged	-	-	-	3	3
By mediation	**29**	**19**	**6**	**7**	**6**
Complaints screened out	**1,859**	**1,563**	**1,729**	**1,892**	**1,948**
– Restrictions on investigation	795	685	971	1,259	1,132
– Outside jurisdiction	1,064	878	758	633	816
Complaints withdrawn/discontinued	**363**	**310**	**339**	**328**	**1,071**
(F) Percentage of complaints concluded = (E) ÷ (D)	**81%**	**83%**	**85%**	**80%**	**88%**
(G) Total cases carried forward = (D) - (E)	**814**	**760**	**772**	**1,088**	**719**
(H) Number of direct investigations completed	**5**	**4**	**6**	**5**	**5**
(I) Direct investigation assessment reports produced	**9**	**0**	**1**	**5**	**6**

\# Period of Reporting Years
2000/01: 16.5.00 - 15.5.01 2001/02: 16.5.01 - 31.3.02 2002/03: 1.4.02 - 31.3.03
2003/04: 1.4.03 - 31.3.04 2004/05: 1.4.04 - 31.3.05

From 2001/02, the reporting year ends on 31 March to coincide with the end of financial year.